



## INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST US Embassy Hanoi	2. AGENCY State	3a. POSITION NO. A-312-22
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ Yes 2 ☐ No

## 4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces  
Position No. (Title) (Series) (Grade)
- ☒ b. New Position
- ☐ c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Visa Clerk	FSN-05	WDG	03/18/10
b. Other				
c. Proposed by Initiating Office	Visa Clerk (WAE)	5		

6. POST TITLE POSITION (if different from official title) Visa Clerk	7. NAME OF EMPLOYEE n/a
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8. OFFICE/SECTION US Embassy Hanoi	a. First Subdivision Consular Section
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b. Second Subdivision	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position.  Typed Name and Signature of Employee Date(mm-dd-yy)	10. This is a complete and accurate description of the duties and responsibilities of this position.  Nguyen Q. Trang Typed Name and Signature of Local Supervisor Date(mm-dd-yy) 3/11/2010
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.  Deborah J. Fairman Typed Name and Signature of American Supervisor Date(mm-dd-yy) 3/11/2010	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  Williette D. Gooding Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) 03/18/10
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## 13. BASIC FUNCTION OF POSITION

Jobholder serves as a visa clerk and performs functions associated with processing Nonimmigrant Visa applications during the peak visa seasons. At this level, the primary role of the jobholder is to screen incoming documentation and information from a variety of sources (public counters, mail, phone calls, host nation government offices, etc), to track and organize visa requests according to a relatively complicated set of laws and procedures so that the Consular Officer can effectively and efficiently make decisions and ensure that legal requirements of the application process have been met. Procedures are generally standard and policies are clearly defined. The employee receives work assignments and tasks according to standard operating procedures and then inputs relevant data into an established process. This includes printing issued visas and filing and tracking the status of cases through a computerized process, as well as tracking issued visas through the post's courier service.

## 14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Applicant Intake. The incumbent reviews applications and facilitates the processing of visas at various stages of adjudication; verifies appointments, payment of fees, and inclusion of required information. Manages the flow of applicants. The incumbent reviews the applicant's eligibility for priority consideration, makes a preliminary determination of the appropriate visa category, checks SEVIS status and fees through the Consular Consolidated Database (CCD) when appropriate, and enters applicant data and information into the NIV automated system. The



incumbent checks the validity of passports, examines previous travel, and brings applications of particular interest to the attention of the unit chief and/or the interviewing officer if there are inconsistencies of information, or if there are social or cultural intricacies with which the interviewing officer may be unfamiliar.

The incumbent interacts extensively with applicants. This entails outlining the interview procedure at the pre-screening window, responding to questions and taking fingerprints. When appropriate, the incumbent retrieves 221g applications from a separate filing system in order to assist officers in completing the adjudication of those cases. Often, the incumbent is called upon to handle referral visas, serving as liaison between the consular officers and referring offices. The incumbent also verifies approval of petition-based applications in the Petition Information Management Service (PIMS) system.

25%

2. Interview. The incumbent plays a key role in ensuring the efficient flow of the interview process. This entails utilizing comprehensive knowledge of applicable Vietnamese laws, State Department precedents, and local patterns of fraud. It also means ensuring that applicant information is recorded accurately and arranging the applications to make information readily available to the interviewing officer.

When interpreting, the incumbent translates the interview and explains the outcome to the applicant, including grounds of refusal when appropriate. Tact and diplomacy are essential. The incumbent must demonstrate an understanding of the adjudication process, as well as respect and empathy for the applicant. The incumbent is also available as a resource on local laws, regulations, customs and perceptions. The incumbent may be called upon to verify applicants' employer or other information or to examine applications for out-of-pattern and potentially fraudulent information.

25%

3. Printing and Delivery. The incumbent is responsible for the process of printing issued visas, adhering them into passport pages and coordinating with the courier service for delivery. This is a sensitive, detail-oriented function, as each visa foil is numbered and must be accounted for. Printing responsibilities entail operating the NIV printing equipment, as well as accounting for visa foils in use and returning unused foils to the accountable officer.

The incumbent collects approved applications after adjudication, makes necessary changes in data entry, and advises adjudicating officers on clearing IAFIS/IDENT/FR. The incumbent drafts and formats name-check cables to the State Department in Washington, D.C. for certain categories of visa applicants. The incumbent prints and tracks Delivery Reports, distributes issued visas to the courier service, maintains a database coordinating printed visas with those sent for delivery and follows up on and resolves issues with visas undelivered by the courier service. The incumbent is also called upon to troubleshoot visa printing equipment when necessary.

20%

4. Data Management. The incumbent is responsible for data management for the NIV section. This includes making a preliminary determination of the appropriate visa category for each applicant, checking the applicant's status in SEVIS as appropriate and checking the Consular Consolidated Database to ensure that their SEVIS fee has been paid for F, J and M visa categories and entering applicant data and information into the NIV system. It also includes the handling and subsequent shredding paper documents containing personally identifiable information of applicants and their family members. Following the interview the incumbent maintains files for all non-immigrant visa cases, sorted by date of application, status and name or batch number. The incumbent scans relevant documents to send to DHS or other agencies. Duties also include reporting to the "Lost or Stolen Issued Visa" system all lost visas and passports, handling requests for expedited interviews and contacting applicants via telephone to inform them of the approval or denial of their request for expedited interviews. In addition, the incumbent manages entry into the Independent Namecheck (INK) system of all Withdrawals of Application for Admission or applications with pre-information, as well as scanning all Withdrawals of Application for Admission and entering into the NIV system all cases with referrals, CAT 1 hits and SAOs.

Data management responsibilities also include assisting the American Citizen Services unit and the Adoptions Visa unit as needed. In conjunction with officers, the incumbent may conduct site visits and validation studies to assess the accuracy of officers' adjudications. In addition, the incumbent assists in the compilation of monthly statistics of all NIV applications for the NIV Unit chief, as well as maintaining and updating the NIV intranet webpage and programming special databases for NIV use.

20%

5. General. The NIV assistant performs other duties not outlined above, and is expected to be familiar with all NIV-related aspects of the Foreign Affairs Manual (FAM), the Immigration and Naturalization Act (INA), the Consular Management Handbook, the System User's Manual. The incumbent must also be aware of previous immigration programs that only existed in Vietnam, such as Orderly Departure Program (ODP), Amerasian Program, Humanitarian Program (HO), and Re-settlement Opportunities for Vietnamese Returnees (ROVR) in order to advise



adjudicating officers on those issues.

Other duties may include the translation of English language documents into Vietnamese, or vice versa. It may also include working with post's refugee records system, acting as translator for public visa presentations and discussions, assisting in the collection of data for NIV validation studies, or serving as institutional memory on visa issues for newer officers. In addition, the incumbent makes supply and procurement requests for the unit and distributes the supply to unit staff.

The incumbent is expected to carry out other tasks and associated training as requested by the Consular chief or consular officers. These tasks may include translation assistance other than during consular officer interviews; and assistance in logistical planning during the visits of American Officials. Assistance during Consular Activities such as the July Fourth celebration, Congressional Delegation visits, and contacting relevant Government of Vietnam Officials.

10%

15. **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

a. Education:

Completion of secondary school is required.

b. Prior Work Experience:

The incumbent must have at least one year of experience in the consular area, or area related to customer service and/or work applying regulatory material.

c. Post Entry Training:

The incumbent must have knowledge of Microsoft Office, as well as the computerized NIV adjudication system utilized at US posts around the world.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):  
The position requires level III (good working knowledge) in speaking/reading/writing English and level IV (fluency) in speaking/reading/writing Vietnamese. The incumbent must have the ability to translate/interpret working level English to Vietnamese and vice versa.

e. Job Knowledge:

(post entry) The incumbent must have basic knowledge of U.S. immigration laws and visa regulations, visa processing guidelines and general office management practices, as well as DOS, NVC, CIS/DHS roles as they relate to NIV processing.

The incumbent must have basic knowledge of Vietnamese law as it pertains to marriage, personal property, civil rights and immigration, as well as of the national and provincial education systems, in order to be able to evaluate the bona fides of various public documents submitted.

f. Skills and Abilities:

The incumbent must be able to deal with customers in a professional and courteous manner, and to work under pressure. The position requires advanced keyboarding and data entry skills due to constant demand for data entry of visa application information. Accuracy of data entry is a critical requirement. The position requires basic mechanical skills in order to operate specialized office machines related to issuance of visas, biometric equipment, and/or photographic equipment. Basic mathematical skills are required for compiling visa statistical and workload information. Position requires the use of specialized Consular software products or database applications unique to the Consular area.

The incumbent also must have the ability to translate/interpret professionally English to Vietnamese and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply relatively complex regulations. The

incumbent must have excellent organizational, management and interpersonal skills, the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment and the ability to perform all duties connected with NIV processing. The incumbent also advises adjudicating officers on many elements of NIV processing, as well as Vietnamese culture.

16. **POSITION ELEMENTS**

a. **Supervision Received:**

Supervised directly by the Senior FSN, and indirectly by the Deputy Consular Chief and/or other Consular Officers. At this level the incumbent receives more frequent and direct guidance and supervision than at the FSN-6 level.

b. **Supervision Exercised:**

None

c. **Available Guidelines:**

The incumbent's responsibilities are outlined in, among others, 9 FAM regulatory materials, DHS laws and regulations, post policies (SOPs), on-line visa manual, Department of State publications and cables, instructions, guidelines from supervisors, US immigration law and Vietnamese civil law.

d. **Exercise of Judgment:**

The incumbent must exercise judgment in dealing with the public during visa process and in handling visa information. Exercises judgment in the recognition of problems and potential problems that must be referred to the Senior FSN or a Consular Officer. The incumbent must be able to evaluate the bona fides of documents submitted in support of a visa application.

e. **Authority to Make Commitments:**

The incumbent has no such formal authority but recognizes that adjudicating officers give substantial weight to recommendations from LES regarding visa adjudication and rely extensively on the incumbent's experience and judgment. The incumbent screens prospective non-immigrant visa applicants to determine whether they possess the requisite documentation and other qualifications for interview by an adjudicating officer, and accept specific documents submitted by applicants in support of an application.

f. **Nature, Level and Purpose of Contacts:**

The incumbent carries out extensive interaction with the public and other staff of the Consular Section. Working level contacts with security guards and passport passback courier service to facilitate visa processing. Occasional interaction with other Embassy sections and host government agencies or officials.

g. **Time Expected to Reach Full Performance Level:**

Two months.